CONTENT AREA
Enrollment Tips and Reminders for Liaisons

ISSUE
ADOA Benefits would like to provide liaisons with the following information regarding Open Enrollment and the enrollment systems.

1. **Leading Zeros** -   Please ensure employees are entering the leading zeros for their EIN as printed on their PDS. The EIN must be entered into the enrollment system as a nine-character number. For most employees, this means adding 4 leading zeros. The same is true for retirees and can require adding more than 4 leading zeros. Retirees should not use their SSN to enroll, the system will not recognize it.

2. **PINs**   -   If an employee is having trouble obtaining a PIN there is an easy way to assist them. Log into the administrative enrollment site, enter the employee's EIN and select "View Employee Information". Write down the employee's date of birth and zip code as they appear. Next enter the employee enrollment system and enter the information you wrote down into the PIN request fields. If the date of birth or zip code needs correction, please ensure it is updated in HRIS. The new information will appear in OPM within 3 days.

3. **New Hires and New Retirees**   -   A list is generated each week that contains new hires and new retirees. Each of these individuals will be mailed an enrollment packet. Depending on when the new employee or retiree was entered into HRIS, the packet can take up to two weeks to reach the recipient. If you have new employees who have not received a packet and have not enrolled by August 30th, please send a request for a packet to oeaddchanges@ad.state.az.us. Please include the employee's name, agency, EIN and mailing address in your request.

4. **Not Enrolled**-   As we move closer to the end of Open Enrollment don't forget about the "Not Enrolled" report (on the administrative enrollment site) that lists all employees in your agency that have not yet enrolled. You should use this report to contact employees who have not enrolled and ensure they make their open enrolment elections – this is a critical part of the enrollment process.

5. **PCP ID Numbers**   -   PCP IDs are now displayed on the print confirmations. When an employee enters a PCP ID for themselves or for a dependent it MUST be the PCP ID obtained from the Physician Search on www.benefitoptions.az.gov. This format is different from what most of the carriers normally use, as ADOA had to devise a standard format among all the involved parties. PCP IDs in the Network Provider Directories will not work to select a physician during the enrollment process – the number will be accepted by the system (depending on length) but will not be decipherable by the vendors.

Thank you for your time and assistance during Open Enrollment – you are appreciated!

ISSUED
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